

05-05-05

PATENT



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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai Hong Pak, Rohit Bedi  
Assignee: Siebel Systems, Inc.  
Title: SYSTEM AND METHOD FOR MULTI-CHANNEL COMMUNICATION QUEUING  
USING ROUTING AND ESCALATION RULES  
Serial No.: 09/895,456 Filed: June 29, 2001  
Examiner: Marie C. Ubiles Group Art Unit: 2151  
Docket No.: SBL0012US

Austin, Texas  
May 4, 2005

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**INFORMATION DISCLOSURE STATEMENT  
UNDER 37 C.F.R. § 1.97(c)(2)**

Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Pursuant to 37 C.F.R. § 1.98(a)(2), which was amended on September 21, 2004, to eliminate the requirement for submitting a copy of each U.S. patent or U.S. patent application publication listed in an IDS, no copies of U.S. patents or U.S. patent applications are provided. Copies of any listed foreign patent documents, pending non-published U.S. patent applications, and non-patent literature are enclosed.

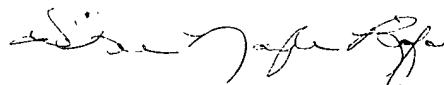
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**EXPRESS MAIL NUMBER:**  
**EV 304741638 US**

Respectfully submitted,



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U.S. Department of Commerce, Patent and Trademark Office				Atty Docket No.	Serial No.		
				SBL0012US	09/895,456		
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)				Applicants			
				Anil Kumar Annadata et al.			
				Filing Date	Group		
				June 29, 2001	2151		
U.S. Patent Documents							
*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	AA	5,506,898	April 9, 1996	Costantini et al.	379	266	
	AB	5,524,147	Jun. 4, 1996	Bean	379	265	
	AC	5,555,365	Sep. 10, 1996	Selby et al.	395	159	
	AD	5,594,791	Jan. 14, 1997	Szlam et al.	379	265	
	AE	5,699,361	Dec. 16, 1997	Ding, et al.	370	431	
	AF	5,734,852	Mar. 31, 1998	Zias et al.	395	334	
	AG	5,754,830	May 19, 1998	Butts et al.	395	500	
	AH	5,805,886	Sep. 8, 1998	Skarbo et al.	395	685	
	AI	5,828,882	Oct. 27, 1998	Hinckley	395	680	
	AJ	5,884,032	March 16, 1999	Bateman, et al.	395	200.34	
Patent Application Publication							
		Publication Number	Pub. Date	Name	Class	Subclass	Filing Date If Appropriate
	AK	US 2003/0093533	May 15, 2003	Ezerzer et al.	709	227	
OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)							
	AL	SCHMIDT, et al., Experiences with an Object-Oriented Architecture for Developing Dynamically Extensible Distributed System Management Software, November 28 – December 2, 1994, pages 500-506.					
	AM						
	AN						
	AO						
Examiner			Date Considered				
<p><b>*EXAMINER:</b> Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.</p>							

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					Anil Kumar Annadata et al.			
					Filing Date	Group		
					June 29, 2001	2151		
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*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate	
	AA	5,894,512	Apr. 13, 1999	Zenner	379	265		
	AB	5,905,879	May 18, 1999	Lambrecht	395	297		
	AC	5,946,399	Aug. 31, 1999	Kitaj, et al.	380	49		
	AD	5,964,836	Oct. 12, 1999	Rowe et al.	709	221		
	AE	5,983,019	Nov. 9, 1999	Davidson	395	705		
	AF	6,064,730	May 16, 2000	Ginsberg	379	265		
	AG	6,092,102	July 18, 2000	Wagner	709	206		
	AH	6,134,318	Oct. 17, 2000	O'Neil	379	266		
	AI	6,138,158	Oct. 24, 2000	Boyle et al.	709	225		
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	AK	6,199,104	March 6, 2001	Delph	709	208		
	AL	6,263,066	July 17, 2001	Shtivelman et al.	379	266		
	AM	6,300,947	Oct. 9, 2001	Kanevsky	345	333		
Foreign Patent Documents								
							Translation	
		Document	Date	Country	Class	Subclass	Yes	No
Foreign Patent Application Publication								
		Document	Date	Country	Class	Subclass	Yes	No
	AN	WO 97/42728	13 Nov 1997	PCT			X	
	AO	WO 00/49778	24 Aug 2000	PCT			X	
	AP	WO 97/16014	1 May 1997	PCT			X	
Examiner		Date Considered						
<p>*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.</p>								

U.S. Department of Commerce, Patent and Trademark Office					Atty Docket No.	Serial No.	
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DECLARATION DISCLOSURE STATEMENT BY APPLICANT <i>NOTE</i> (Use several sheets if necessary)					Applicants		
					Anil Kumar Annadata et al.		
					Filing Date	Group	
					June 29, 2001	2151	
U.S. Patent Documents							
*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	AA	6,332,154	Dec. 18, 2001	Beck, et al.	709	204	
	AB	6,389,132	May 14, 2002	Price	379	265.01	
	AC	6,463,292	October 8, 2002	Rahman	455	466	
	AD	6,507,868	Jan. 14, 2003	Simmon et al.	709	219	
	AE	6,704,409	March 9, 2004	Dilip et al.	379	265.02	
	AF	6,744,878	June 1, 2004	Komissarchik et al.	379	265.03	
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		Publication Number	Pub. Date	Name	Class	Subclass	Filing Date If Appropriate
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